



Role profile

Job title	Student Recruitment Officer (Events)	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Customer Engagement/Student Recruitment	Location	King's Meadow Campus

Purpose of role

Based in the Division of Student Recruitment, this role is responsible for making a significant contribution to the effective implementation of the University's student recruitment strategy.

The role holder will be responsible, as part of a team, for the planning and organisation, delivery, ongoing development, and evaluation of virtual and physical events and activities, aimed at encouraging undergraduate and postgraduate students to make the University of Nottingham their preferred choice for study.

The role will involve collaborating closely with other teams within Student Recruitment, Digital and Marketing, and External Relations, as well as working with academic colleagues and other key partners and stakeholders across the institution.

	Main responsibilities	% time per year
1	<p>Development, organisation and delivery of virtual and physical events and activities</p> <ul style="list-style-type: none"> ▪ Plan, organise, deliver, and review undergraduate and postgraduate open days, offer-holder events, and other events and activities, in collaboration with colleagues in marketing and digital and student recruitment teams. ▪ Coordinate the logistics, communications, and materials with all internal and external stakeholders. ▪ Plan and coordinate digital solutions to deliver the events and showcase aspects of the university and city of Nottingham to visitors. ▪ Develop and maintain the online booking system and associated processes and procedures. Provide regular booking updates for the team and internal stakeholders. Act as an 'expert user' to other colleagues across Student Recruitment on setting up, using, and reporting on the booking system. ▪ Recruit and train student ambassadors and staff volunteers, in conjunction with other teams in Student Recruitment. Evaluate and update recruitment, 	65%

	training, and briefing policies and materials on an annual basis, to ensure compliance with the latest legal and regulatory guidance and processes.	
2	<p>Faculty liaison, relationship management, advice and supervision</p> <ul style="list-style-type: none"> ▪ Collaborate with academic and administrative colleagues within one of the five faculties of the University, to coordinate and provide support and advice with bookings and set-up, and all aspects of events delivery and evaluation. ▪ Attend departmental planning meetings as appropriate to discuss plans and developments for events. Model events best practice to colleagues across the institution. ▪ Develop and maintain strong working relationships with all internal and external stakeholders, to ensure engagement from all those involved so that events and activities can be delivered successfully. Communicate regularly and effectively with stakeholders, ensuring service level agreements are met and excellent customer service is provided to stakeholders at all times. ▪ Provide supervision, advice, and line management as appropriate, to the team administrator and other colleagues supporting the events team with aspects of organisation and delivery. ▪ Resolve issues and problems and respond to concerns from key stakeholders, deciding when to refer to line managers as appropriate. 	20%
3	<p>Evidence-based practice</p> <ul style="list-style-type: none"> ▪ Review existing events provision, and analyse feedback and insights in collaboration with marketing team colleagues to ensure events continue to be sector-leading and provide an excellent visitor experience for prospective students and their families. ▪ Revise and develop new activities and strategies as necessary, in order to support the aims of the University's Student Recruitment strategy. 	5%
4	<p>Financial management</p> <ul style="list-style-type: none"> ▪ Ensure all purchases are processed and recorded in accordance with university procedures using the university's financial system. ▪ Respond to requests for financial information in a timely manner in order to meet financial reporting deadlines. 	5%
5	<p>Representation and other responsibilities</p> <ul style="list-style-type: none"> ▪ Participate in working groups and projects across Student Recruitment and External Relations to contribute to the development of new projects and initiatives that impact on student recruitment. ▪ Contribute to student recruitment activities and events, including confirmation and clearing and UCAS exhibitions, and other University-wide events, as appropriate, such as graduation. ▪ Attend meetings on behalf of the Events Managers as required. ▪ Undertake ad hoc projects and any other duties required commensurate with the level of the post to contribute to the broader aims of the Student Recruitment Department. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Proven event management and planning skills ▪ Proven skills in using a variety of digital platforms/new technologies to provide solutions ▪ Proven organisational skills with the ability to prioritise workloads, demonstrate flexibility and manage multiple deadlines ▪ Excellent customer service and interpersonal skills, with the ability to interact confidently and easily with a range of stakeholders including students, parents, and academic colleagues ▪ Excellent communication skills, both written and verbal ▪ Excellent administrative and IT skills, including proficiency in Microsoft Office suite, Office 365 and other online platforms ▪ Strong presentation skills ▪ Proven skills in demonstrating careful attention to detail, and able to work accurately under pressure to meet deadlines ▪ Ability to think creatively and innovatively to solve problems and find fresh approaches 	<ul style="list-style-type: none"> ▪ Project management skills ▪ Skills in training others in using IT/web-based platforms and apps
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of organising events ▪ Experience of using a range of digital media and online platforms ▪ Experience of working effectively in a team to achieve a common goal and deliver projects successfully ▪ Experience of handling conflicting priorities and pressured situations, with the ability to think clearly and act calmly ▪ Experience of managing a diverse workload and working on concurrent events or activities ▪ Experience of supervising groups of student or staff volunteers ▪ Knowledge of the higher education sector and key issues affecting undergraduate and postgraduate recruitment and admissions 	<ul style="list-style-type: none"> ▪ Experience of working in higher education student recruitment or a related field ▪ Experience in organising large-scale events ▪ Experience of using technology and digital solutions to enhance and broaden provision ▪ Experience of providing training and guidance to users using a CRM and/or online booking platforms ▪ Experience of presenting to large groups of people ▪ Experience of working in a customer-facing role
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ A Levels or equivalent, plus English and Maths at GCSE grade C or equivalent, plus experience of working in a relevant role <p>OR</p> <ul style="list-style-type: none"> ▪ English and Maths at GCSE grade C or equivalent, and considerable relevant experience in a comparable role. 	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent qualification
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Flexible working required to run events and support activities on a regular basis outside normal working hours, at evenings and weekends 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging, and receptive, putting others at ease. Actively listens to others and goes out of their way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done, encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others. Strives to demonstrate excellence through development of self, others, and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others. Promotes inclusion and inclusive practices within own work area.

Key relationships with others

